



NEWS RELEASE

DEFENSE FINANCE AND ACCOUNTING SERVICE

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For External Release

MYPAY IMPROVES SERVICES TO AMERICA'S ARMED FORCES *CUSTOMERS CAN CONTINUE TO USE EXISTING E/MSS PIN*

ARLINGTON VA (Oct. 11) – Military members, civilian employees, and military retirees and annuitants of America's Armed Forces will soon enjoy improved services from myPay to manage their pay account information more easily and more securely than ever before.

"myPay is the key to taking control of your pay information," said Tom Bloom, director of the Defense Finance and Accounting Service. "By providing innovative and reliable tools to the men and women who serve our country, we help them focus on their mission by eliminating worry and hassle associated with their pay and benefits."

myPay customers can continue to use their existing E/MSS Personal Identification Number (PIN) to log on to the system.

Formerly known as E/MSS, myPay allows active, Reserve, and Guard members; civilian employees; and military retirees and annuitants to take charge of their pay accounts online. The new improved service will launch Oct. 15. With myPay, customers can perform the following activities by simply using their existing E/MSS Personal Identification Number (PIN):

- View, print and save leave and earnings statements
 - View and print tax statements (military members will have this available in Jan. 2003)
 - Change federal and state tax withholdings
 - Update bank account and electronic funds transfer information
 - Manage allotments
 - Edit address information
 - Purchase U.S. Savings Bonds
 - Control Thrift Savings Plan enrollment (military only)
 - View and print travel vouchers
- (Features vary by Armed Service and status.)

myPay is easier than ever

myPay's new design helps customers find the information they want and complete any transaction in just three clicks. Available nearly 24/7, myPay means no waiting in lines or on the phone. myPay also improves customer confidence by providing clear confirmation messages.

myPay is secure

myPay combines strong encryption and secure sockets layer technology with the user's social security number and PIN to safeguard information from unauthorized access.

myPay saves money

By using myPay members and civilian employees can save the Armed Services and the American taxpayer millions of dollars in printing, postage and customer service costs. myPay provides leave and earning statements online, so customers can turn off the print version of their statements and save Uncle Sam money. If all civilian employees received their leave and earning statements electronically, the Department of Defense could save more than \$6 million annually.

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The Defense Finance and Accounting Service also estimates an additional 17 percent of costs associated with traditional customer service activities can be eliminated by satisfying common questions and account updates online.

“One of our goals is to allow customers to do online anything that they previously had to stand in line to accomplish,” Bloom said.

Begin using myPay now

Members of the Armed Forces, Defense Department civilian employees, retirees and annuitants can continue to use their E/MSS log on information at mypay.dfas.mil

Customers who need new Personal Information Numbers should follow these easy steps:

- Civilian employees, active Air Force and Marine Corps, all Reservists, and military retirees and annuitants receive PINs by mail. If you need a new PIN, just click “need new PIN.” Log on once you receive your PIN in the mail.
- Active Army and Navy may request PINs by faxing name, social security number, phone number, signature, and copy of a government ID to DFAS at 216/522-5800. Then, log on following the instructions provided.

Customers with questions about myPay can call customer support at 1-800/390-2348, Monday through Friday between 7 a.m. and 7:30 p.m. Eastern Time.

About DFAS

The Defense Finance and Accounting Service is the world’s largest finance and accounting operation. DFAS is “Your Financial Partner @ Work” for the Department of Defense. The agency disburses more than \$1.2 billion dollars per business day. Annually, DFAS pays 5.5 million military members, civilian personnel, retirees and annuitants; processes more than 11 million contractor and vendor invoices, and handles nearly 7 million travel payments. The Secretary of Defense created the Defense Finance and Accounting Service in 1991 to reduce the cost of Defense Department finance and accounting operations and strengthen financial management through consolidating finance and accounting activities across the department. For more about the Defense Finance and Accounting Service, please visit <http://www.dfas.mil>.

Media Contact: DFAS Corporate Communications at 703/607-0122 for images supporting this news release.